

**From:** paula price  
**To:** Microsoft ATR  
**Date:** 12/13/01 9:04am  
**Subject:** MicroSoft settlement

I do not understand why anyone would think the class action settlement resolves any of the problems related to Microsoft's monopolization of the software industry. Doesn't anyone see that by giving the software to schools, they are only perpetuating the very problem they have been complaining about. This will give Microsoft the corner on the software market for the next generation.

Microsoft's manipulation of the public became very real to me recently. I was doing research on WestLaw and had unbelievable problems printing my cases. After several unsuccessful attempts, I called WestLaw. WestLaw's representative asked me if I used Microsoft Internet Explorer. When I said I did, he explained that Microsoft has blocked nearly all browser plug-ins that are not Microsoft. In other words, because WestLaw does not use a Microsoft ATP browser plug-in, I can no longer print directly from WestLaw to my printer. I must now download my research (or e-mail it to myself), then open and print. Microsoft is costing me time and my employer money.

I am on a network and cannot change my internet access software. So, I have to accept that it now takes several steps instead of one click to complete my research. Thank you Bill Gates.

Sincerely,  
Paula Price  
Paralegal  
Consumer Protection Division  
Office of the West Virginia Attorney General

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<http://photos.msn.com/support/worldwide.aspx>